

NC Department of Health and Human Services
Division of Services for the Deaf and Hard of Hearing

ENSURING MEANINGFUL ACCESS TO VICTIMS OF DOMESTIC VIOLENCE WHO ARE DEAF, HARD OF HEARING, AND DEAFBLIND

Webinar #1 of 3 Communication Equity: Who needs it?

Ashley Benton, MSW, Deaf/DeafBlind Services Coordinator
Blaire Johnston, M.ED, CRC, Charlotte Regional Center Manager
Tony Davis, MSW, Accessibility Resources Coordinator

May 4, 2022

Pre-Test (Poll)

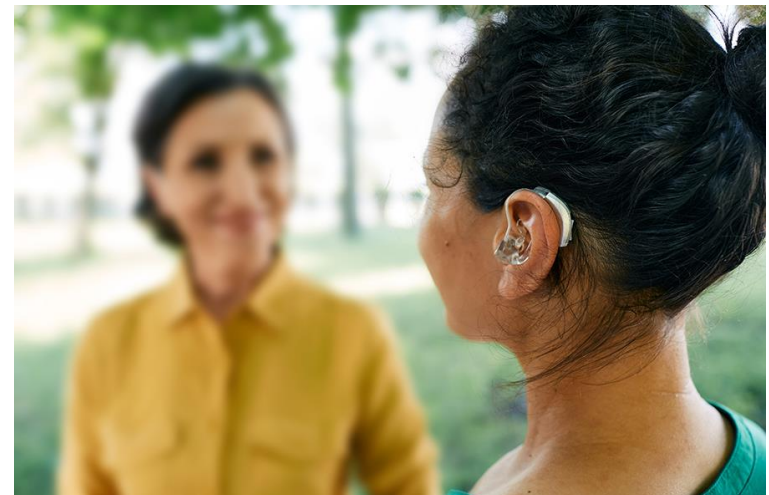
- 1. How many combined Deaf, Hard of Hearing, and DeafBlind people are there in NC?**
 - a. 98,000
 - b. 300,000
 - c. 850,000
 - d. 1,200,000

- 2. Do you know any adult personally (whether at work or outside of work) who is Deaf or Hard of Hearing?**
 - a. Yes
 - b. No

- 3. Once you learn to communicate with one Deaf person, you can communicate with anyone with hearing loss?**
 - a. True
 - b. False

Training Objectives for Webinar 1

- Experience to a degree what it is like to have hearing loss and visual loss
- Understand the difference among Deaf, Hard of Hearing, Late-Deafened and DeafBlind individuals
- Learn that there is not a “one size fits all” approach to accommodating hearing loss
- Learn methods of how Deaf, Hard of Hearing and DeafBlind people communicate
- Learn about some of the common barriers experienced by populations with hearing loss



The Need to Understand Experiences from Different Perspectives

- **Meet Myra Torrence**
- **A testimonial of the personal journey of a Deaf victim of domestic violence navigating through the complex system of services**



The Need to Understand Experiences from Different Perspectives

Whoa! Right!?

- **That was intentional**
- **Wanted to give you a new lens on what it is like to experience not having access to what is being said**



The Need to Understand Experiences from Different Perspectives (2)

- Meet Myra Torrence
- A testimonial of the personal journey of a Deaf victim of domestic violence navigating through the complex system of services
- Take two, with communication access

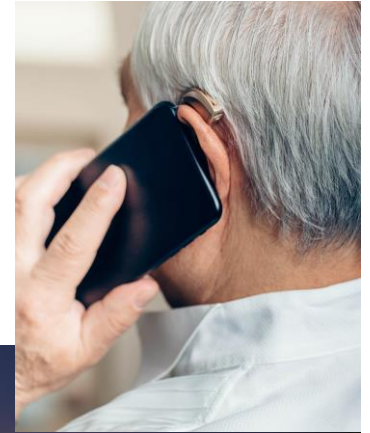


What Was The Testimonial Like for You?

- Type into the Q&A feature what feelings you had related to Myra's experience



Some Things Require Navigation



Lipreading Activity

- You are a survivor with hearing loss doing a intake at a domestic violence shelter.
- You will be given four tries to get the information that you need.
- Write down what you think that the intake worker says.



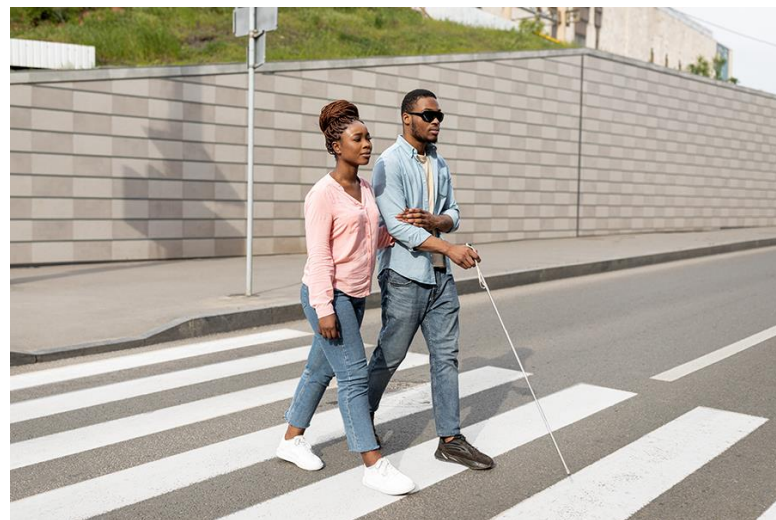
What Was That Like for You?

- Type into the Q&A feature what your impressions were during that activity



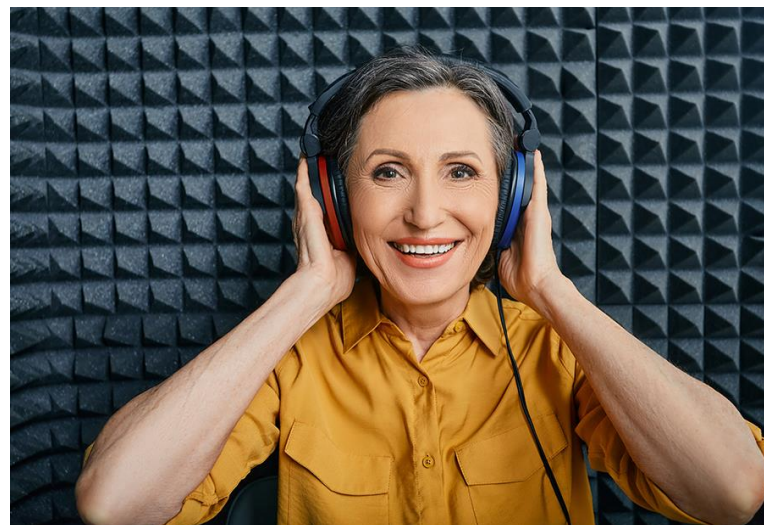
Visual Simulation Video

- **Objective:** Understand some of the different types of vision loss and how they impact those that are DeafBlind.
- **Think:** How would it impact me if I always looked at the world through this lens and had hearing loss as well?

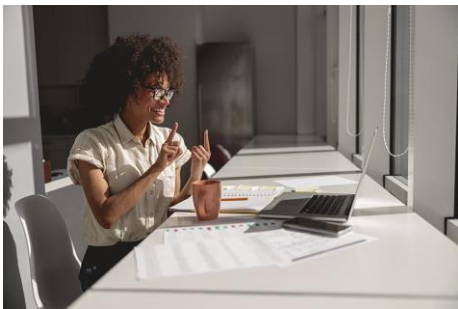


Are You Ready for an Unfair Spelling Test?

- The first 10 words simulates severe hearing loss
- The second 10 words simulates moderate hearing loss
- The third 10 words simulates mild hearing loss
- Write down the answers



What we Look Like (One Size Does Not Fit All)

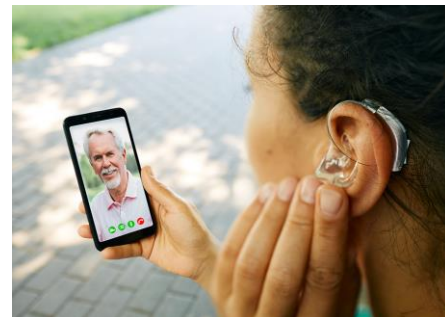


Deaf

- Most are born deaf or became deaf prior to spoken language development.
- Primarily uses ASL

DeafBlind

- Various degrees of hearing and visual loss
- Communication methods will vary significantly depending on the degree of hearing and vision loss



Hard of Hearing

- Most lose their hearing later in life and do not understand ASL
- Some are born hard of hearing or gradually lose hearing over time.

Typical Communication Methods

- **Deaf**
 - Use American sign Language to communicate
 - Need ASL interpreter for appointments and meetings
 - May need specialized interpreter (Deaf Interpreter)
- **Hard of Hearing**
 - May or may not have hearing aids or cochlear implants
 - May need Communication Access Real-time Translation (CART) captioning for communication, amplification or other accommodations
 - May or may not use lipreading to follow conversation
 - May not be aware has hearing loss
- **DeafBlind**
 - Diverse population
 - May use ASL: Close Vision or Tactile (specialty interpreter)
 - May need large print font or Braille

When Communication Breaks Down for Deaf, Hard of Hearing & DeafBlind

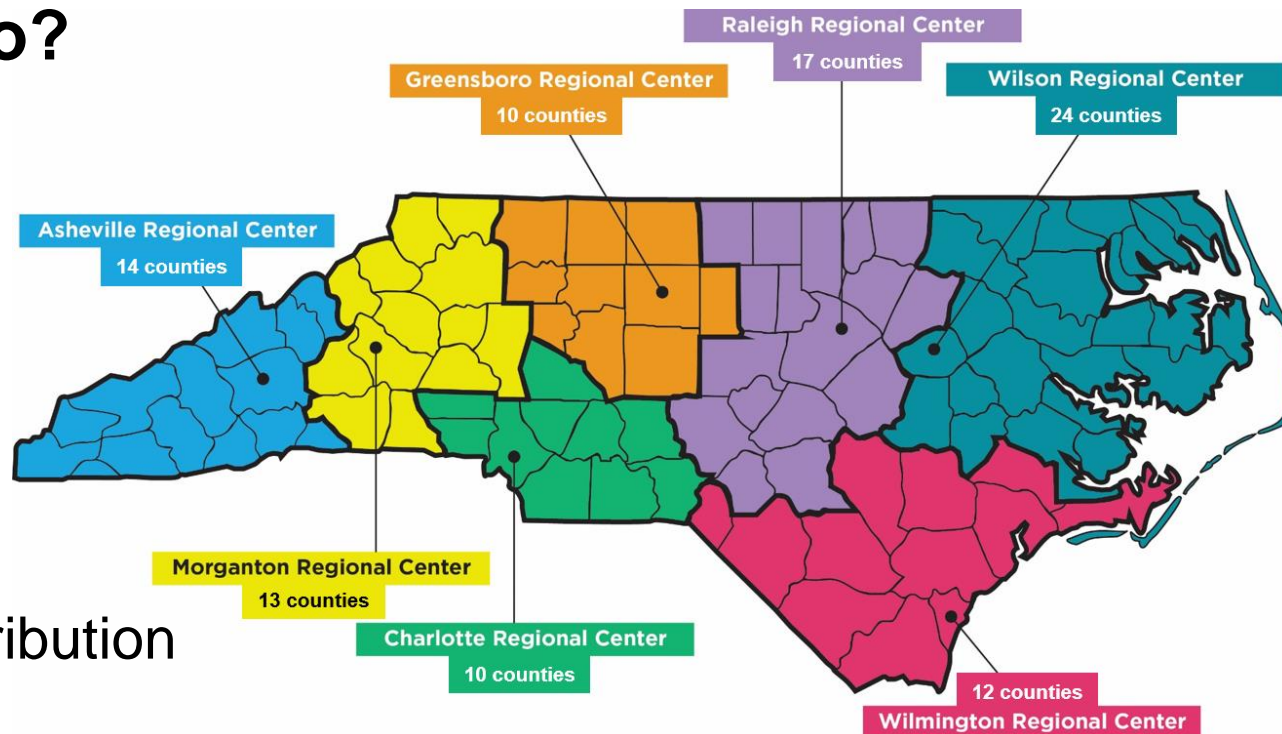
The Survivor:

- **Safety can be compromised**
- **Not able to navigate legal system**
- **Does not trust service provider or system**
- **Not aware of rights**
- **Does not understand plan**
- **Not aware of how to inform law enforcement**
- **Not aware of schedule, i.e., future meetings, appointments, tests, check-ins, etc.**
- **Not aware of responsibilities**
- **Unable to give true consent**
- **Misses critical instructions and deadlines**
- **The victim/survivor is left out of vital communication**

DSDHH Regional Centers

What do we do?

- Advocacy
- Consultation
- Education
- Information and Referral
- Outreach
- Equipment Distribution



- We serve all North Carolinians with hearing loss.
- We do not charge for our services.
- Anyone can ask us questions.
- Regional Centers for the Deaf and the Hard of Hearing

Putting It All Together

- **Debrief today's experience**
- **Action Plan**
 - **What are you going to do with your**
 - **Ah-ha moments**
 - **Feelings**
 - **Frustrations, anger, hopelessness**
 - **Desire to see systematic change and internal awareness**

Will you come to the next two webinars?

Questions?



Contact Us

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Or call us at (800) 851-6099



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Please Join Us for Webinar #2 of 3

Communication Equity: Why It Matters

- Learn best strategies to ensure culturally competent care for Deaf, Hard of Hearing and DeafBlind people



Wednesday, May 11, 2022
12 – 1 p.m.